

Complaints Procedure for Parkside and Waterside Dental Centre Patients

We are sorry that you feel we have let you down and that you wish to make a complaint against us.

We take all complaints extremely seriously and always aim to learn from them. We undertake to thoroughly investigate the circumstances that have led to your complaint and resolve it to your satisfaction as quickly as possible.

We aim to acknowledge receipt of your complaint within seven working days.

A verbal complaint resolved to your satisfaction does not need to go through the formal complaints procedure, but a record of the complaint and outcome will be recorded. If you are not satisfied with the result of a verbal complaint then the complaint will enter our formal complaints procedure.

Mr. Andrew Gough, the complaints Officer, will investigate your complaint and he will endeavour to reply to you with his findings within 14 working days.

Sometimes the nature of the complaint will result in the involvement of a "Defence Organisation", and this may delay the time it takes to reply to you. When this is necessary, we will aim to relay this information to you and give you some idea of the revised timings.

All complaints will be handled confidentially and all our correspondence will be marked "Personal or Private & Confidential", and sent by first class post. If you are happy to correspond via email then we can do this.

All our staff is aware and understands the "GDC Principles of Complaint Handling".

It is our aim to resolve the majority of claims in house, and to your satisfaction. This may involve us asking you to come in to discuss your complaint so as we can understand it better and hopefully resolve it quicker and to your satisfaction. Should you wish to see an alternative Dentist to the one who provided the treatment then this can also be arranged.

If you are not happy with our written explanation and report into your complaint, then you can request a meeting to discuss the matter further.

Should you still not be happy with the explanation and circumstances with regards to your complaint when you have received our detailed report into the circumstances of your complaint, then you have the following options:

- NHS patients can report their complaint to NHS England and/or the NHS Ombudsman
- Private Patients can complain to the “Dental Complaints Service”. Patients are expected to raise their concerns with the practice before going to the DCS.
- If a course of treatment is mixed (Private and NHS) then the DCS will liaise with the NHS authorities to decide which of them should deal with the complaint.
- You may wish to consult with the Citizens’ Advice Bureau (CAB) for advice
- Patients may also complain to The General Dental Council

Further Information and Addresses:

General Dental Council

**37 Wimpole Street
London
W1G 8DQ
0845 222 4141**

Dental Complaints Service

**The Lansdowne Building
2 Lansdowne Road
Croydon
CR9 2ER
0845 6120540**

NHS England

**Surrey and Sussex Area Team
York House
16-18 Massetts Road
Horley
RH6 7DE
0113 824 9677**

The NHS Ombudsmen

**Parliamentary and Health Service Ombudsmen
Millbank Tower
London
SW1P 4QP**